

## Certification/Adoption Workgroup

### Draft Transcript

April 7, 2011

## Presentation

### Judy Sparrow – Office of the National Coordinator – Executive Director

Welcome to the Certification/Adoption Workgroup call. This is a Federal Advisory call, so there will be opportunity at the end of the call for the public to make comment. Just a reminder: Workgroup members, please identify yourselves when speaking.

A quick roll call: Marc Probst?

### Marc Probst – Intermountain Healthcare – CIO

Here.

### Judy Sparrow – Office of the National Coordinator – Executive Director

Paul Egerman?

### Paul Egerman – Software Entrepreneur

Here.

### Judy Sparrow – Office of the National Coordinator – Executive Director

Larry Wolf?

### Larry Wolf – Kindred Healthcare – Senior Consulting Architect

Here.

### Judy Sparrow – Office of the National Coordinator – Executive Director

Adam Clark? Charles Kennedy? Scott White couldn't make it; nor could Joe Heyman or Bill Munier. Latanya Sweeney? Steve Downs? Micky Tripathi? Carl Dvorak? George Hripcsak? Joan Ash?

Okay. I'll turn it over to Paul and Marc.

### Marc Probst – Intermountain Healthcare – CIO

Thank you, Judy. We've been asked to put together a hearing—Certification/Adoption Workgroup has been asked to put together a hearing related to usability, which is a pretty interesting topic and I very much look forward to this. We've been working with ONC now for the last probably month in looking at a format, an agenda for that, types of questions we'd want to ask. Those materials are all available and to the workgroup members, should have been sent out. What we really wanted to accomplish this morning—and because we're small in numbers we may be able to accomplish it relatively quickly—is to drive through that agenda and look at the type of people we have presenting and then just have a discussion if there are things we're missing or people that we're missing. We don't have a lot of time, but we could certainly modify this and get the appropriate perspective on it.

Larry, I think you were going to drive us through the actual agenda.

### Larry Wolf – Kindred Healthcare – Senior Consulting Architect

Yes, I'll do that.

### Marc Probst – Intermountain Healthcare – CIO

We'll see where we get to. Thank you.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Okay. So we have a series of panels and the intention here was to cover a variety of perspectives. The first one is to have care providers presenting and so we have a mix of folks here. We have a couple of physicians. We've got a nurse. We've got a representative of the American Hospital Association. The intention here was to get the sort of hands-on the keyboard and hands-on the patient perspective of what is it to be using this technology. That was the notion on the first panel.

Any comments about who we've invited or folks that we think we should be looking to add or perspectives to bring in here?

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Could I just say that I did not hear back from Dr. Barron and Farzad Mostashari, the Deputy here suggested I reach out to Christine Sinsky, who is a small practice doc in Iowa, who has presented, I guess, publicly about some of the use problems she's experienced. So I'm going to, with your permission, substitute Dr. Sinsky for Dr. Barron.

**Marc Probst – Intermountain Healthcare – CIO**

That sounds good.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Yes. That would be good. I had a short conversation with Scott actually preceding all of this discussion about the possibility of getting someone with less of a management perspective and more of a staff perspective. So he hasn't suggested anyone in particular at this point, but perhaps in the next few days if he does we could think about bringing in that perspective as well to this panel.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

That would be great. Just let me know.

**Marc Probst – Intermountain Healthcare – CIO**

Paul, anything you think we're missing?

**Paul Eggerman – Software Entrepreneur**

Well, I'm looking at this and I'm trying to think of like what are the problems that we're trying to solve or at least what are the problems we're trying to uncover. One of the things I'm thinking about in terms of usability is difficulties people have with perhaps using modules. The different modules themselves operate in an odd way or you have physicians, who end up working at three or four different facilities and, as a result, get exposed to different user interfaces and challenges that might raise, so I don't know if those are interesting challenges or not, whether or not they're worth exploring.

**Marc Probst – Intermountain Healthcare – CIO**

I think they're pretty interesting challenges. I think we were trying to get that on the second bullet, that second question about use/workflow/device interaction/data presentation. It certainly isn't as explicit as what you just said.

**Paul Eggerman – Software Entrepreneur**

Because also, I'm trying to understand where there might be problems. One of the places I understand that there are problems—I don't know if this is right—is in nursing where they frequently end up in in-patient settings having to go from one module, a medication administration system to an EHR system to something else. So they have problems with logging on, logging off and identifying patients differently. So again, I don't know if that's within the scope of what we're talking about. I don't even know what we would do about that. It just strikes me that there are some interesting problems there.

**Marc Probst – Intermountain Healthcare – CIO**

Yes and hopefully those will surface in this particular panel having people that are using them and explaining to the panel what are the challenges.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Is that something we want to ask a leading question in the questions to the panelists?

**Marc Probst – Intermountain Healthcare – CIO**

Well, Paul brings up some pretty good points. I'm not sure how to put it in a succinct statement, but they're good points.

**Paul Egerman – Software Entrepreneur**

Well, here's another way to look at it: Who has been critical of user interfaces like Ross Koppel has been, right? In terms of there are a few people out there who are fairly critical of EHR systems and this is one of the things they criticize.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes and when we get to that, we have added Ross to—

**Paul Egerman – Software Entrepreneur**

Oh, you have? Okay.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes. So hopefully he'll be on panel four.

**Paul Egerman – Software Entrepreneur**

So you have that. Okay.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes.

**Paul Egerman – Software Entrepreneur**

I'm sorry. I'm getting ahead of us.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

No, that's okay. It was just another Farzad suggestion that was added this morning.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Okay. So that's the head of the draft agenda that's on the Web site for this call for those who are trying to follow the notes.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Okay. Maybe we should move on to consumer perspective. So we were looking to bring in a variety of points of view here, getting outside of the healthcare providers themselves. So that was sort of the mix of the people driving this. At least one of them, Dave deBronkart has been on one of our prior panels.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Any comments about other customer perspectives we might want to bring in here?

**Paul Egerman – Software Entrepreneur**

I don't have any comment, but I guess they're really commenting on user interface, usability of like a patient portal and PHR system. What is their perspective on this issue?

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

So we were thinking about a variety of things. For example, the disabilities question is really a very broad based question. It's not just to patients and families. It would be to providers as well.

**Paul Egerman – Software Entrepreneur**

Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Anybody and the notion of universal design; should we be building systems so that regardless of various abilities that we not over tax the human organism and provide many options for how you can get at the information. So that was sort of the primary thought here and perhaps to bring in some questions or some comments from them about what has been effective in their getting information, so the extent to which they're either using electronic products or dealt with outputs from electronic products, but what's actually been helpful.

**Paul Egerman – Software Entrepreneur**

Okay.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

In the questions, we're asking things like do the consumers believe that it's safe and sort of that. I mean, you know, as I'm looking at this and thinking about my own experience I wonder if we want to ask a question about how has this affected the provider-patient relationship, because I can give you stories of where it's made it better and stories of where the usability of the system has made it worse. I don't know if there's anything thought about is that a useful question for us to be asking.

**Paul Egerman – Software Entrepreneur**

Interesting question.

**Marc Probst – Intermountain Healthcare – CIO**

It is an interesting question.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

I can certainly add it to the list of questions there for panel two. I want to send them out a final agenda anyway, so why don't I do that?

**Paul Egerman – Software Entrepreneur**

I think it's a good question.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes.

**Paul Egerman – Software Entrepreneur**

I suppose you could say it's related to adoption too if it's affecting the relationship and sort of effecting things in a negative way. That's a problem.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Right. I've heard the flip side. I've seen some things particularly around physicians using a tablet at the bedside to show a patient an image and explain their disease—

**Paul Egerman – Software Entrepreneur**

Oh, yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Getting very, very positive responses from the patients and the docs with the docs reporting I'm having patients tell me it's the first time they understand their disease and to me that's a hugely rewarding thing to hear as a physician.

**Paul Egerman – Software Entrepreneur**

Oh, yes.

**Marc Probst – Intermountain Healthcare – CIO**

Yes. Even as I think about it, there's a lot to this, even from like a screening standpoint where the physician comes in and says you're this age and according to this and this you've got to take this, this immunization or something.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Yes. To me—

**Paul Egerman – Software Entrepreneur**

That's a consumer perspective too—

**Marc Probst – Intermountain Healthcare – CIO**

It leads to a much more informed discussion. Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Okay. Let's go on to our developer panel.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Let me just say here Farzad's third suggestion was to add a small vendor, so we reached out to, at his suggestion, Kamal Hashmat, the CEO of CureMD so we would have a small vendor perspective there as well.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

So we'd add this to panel one or to panel two?

**Judy Sparrow – Office of the National Coordinator – Executive Director**

No, panel three.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Oh, I'm sorry.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes.

**Marc Probst – Intermountain Healthcare – CIO**

So what does CureMD do?

**Judy Sparrow – Office of the National Coordinator – Executive Director**

I don't know. I haven't looked it up yet, but it's a small vendor.

**Marc Probst – Intermountain Healthcare – CIO**

I just hope that—well, we'll take a look at it.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes. Please.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

So again here, as is obvious, we are beginning with three major players: Epic, Allscripts and athenahealth and then a small vendor, who is in a niche, Vocollect Healthcare. So some of the comments that I've heard from the big vendors—and this is a particular one I heard from Allscripts—is that their plan going forward is to potentially reduce in half the cost to implement an EHR by not requiring user training. The applications will be so straightforward and so in the current paradigm of how one interacts with an application that the training component will be reduced, if not actually to zero to a very small amount of

time. So I think that's a really powerful statement for vendors to be making, given that many systems are pretty awkward and require a lot of experience before they begin to get pretty usable.

But I think it is important to get some other options in here, so the Vocollect one is sort of a very different approach to the whole problem. This is using headsets, so audio and voice is the interface method. There is no screen. There is no keyboard. Their primary audience is nurse documentation and they've had some uptake in the post-acute world and I think that they would be a really different kind of user interface. It's not just about do you prefer a tablet or a keyboard.

**Paul Egerman – Software Entrepreneur**

Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

So that was ... bringing them in. I like that we have a suggestion for a small vendor. This might be a place where large or small vendors could start to highlight some of the leading edge stuff they're doing to try and really engage the users and make the experience of using the system a whole lot better than it's been before.

**Marc Probst – Intermountain Healthcare – CIO**

Larry, do we ever touch upon the concept of sharing these good ideas? I mean is there a forum to do that or should there be a better forum to do that or is all of this so—

**Judy Sparrow – Office of the National Coordinator – Executive Director**

We were going to do a blog. In fact, I know they're working on a draft to get to you all, hopefully today. Is that helpful?

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Were you talking about ... —?

(Overlapping voices)

**Marc Probst – Intermountain Healthcare – CIO**

I'm sorry. Go ahead, Larry.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

So you're talking vendor-to-vendor?

**Marc Probst – Intermountain Healthcare – CIO**

Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

So that's interesting, Marc. I think on the one hand they would view it as intellectual property and on the other hand, that they would all be trying really hard to get their message out and through their marketing they would all learn about what everybody is doing. So it's an interesting question. Could there be some sort of neutral ground where they could share stuff?

**Marc Probst – Intermountain Healthcare – CIO**

Well, because everyone is making such huge investments in these technologies you get down the road and you've spent \$30 million and then suddenly there's this voice based way of doing it that's 100 times better and now I get to go retool—

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

That's right. That's right. Well, I believe the voice thing runs over Wi-Fi, so if you're putting in wireless you don't have to completely retool.

**Marc Probst – Intermountain Healthcare – CIO**

Maybe I can just ask that question of them when they're up there versus put it in a bullet.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Yes, but I think that that is sort of one of the dilemmas about installed base versus go-forward de novo.

**Marc Probst – Intermountain Healthcare – CIO**

I think that will be very—well, I think all of the panels are going to be interesting. Did we miss anybody, Paul, that you think we should have on there?

**Paul Egerman – Software Entrepreneur**

First of all, I agree that all of the panels will be interesting, but this looks like a good group. There are lots of vendors you could put on, but this looks good.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

I'm wondering—your question about a forum for sharing innovations, we ask that indirectly with the what voluntary steps can industry take to improve usability. Should we add and then what does the industry see as the government's role? Should we add to that do you have thoughts about establishing a forum for sharing innovations?

**Marc Probst – Intermountain Healthcare – CIO**

Yes, we can add that. I agree; they're going to be very conflicted. I mean if you're going to invent something you want to take over the market and you're going to hold onto it pretty close.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Right. You want the other guys to want to imitate you only to validate what you're doing, not to surpass you.

**Marc Probst – Intermountain Healthcare – CIO**

Right. We can just ask it, Larry, and see how they approach it. Let's not threaten them.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

That's right. If you're coming to this meeting, we want you to let go of any private property—

**Marc Probst – Intermountain Healthcare – CIO**

That's right. It's now public. It's public domain.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

That's right. Okay. Measuring and improving usability. So the notion is that usability is not just a subjective thing; that you actually could quantify it even if what you're quantifying is the subjectivity. So we've got a variety of researchers in here, plus folks like KLAS, who report back to the world on how good various vendor products are based on their customer feedback. It's sort of a mix of everybody. We've got a couple of university folks here, some government folks and the KLAS guys.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

This is where I added Ross.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Okay.

**Marc Probst – Intermountain Healthcare – CIO**

That looks like a good panel.

**Paul Egerman – Software Entrepreneur**

It does. It seems like it would really be important to get this person from NIST.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes. I think that won't be a problem. I just haven't heard back from her, but Chuck Friedman knows her, so I think he's talking to her.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Okay. Then our last panel, where everybody is still, except for Karen Bell, on the fence it looks like.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes. Chuck is going to reach out to Isaac Kohane. It will either be him or his colleague, Ken Mandel. So we'll get somebody from Boston Children's.

**Paul Egerman – Software Entrepreneur**

I don't understand the title of this. I understand what we're trying to do with all of the other panels. What are we trying to do with this panel?

**Marc Probst – Intermountain Healthcare – CIO**

So, the notion here was sort of two-fold. Coming out of our discussions, we had folks like IDEO, who focus on design and that by focusing on the sort of human usability/user experience of a product you can actually create a compelling experience and really build a market. So IDEO, that's sort of their bread and butter. They do that. They work for big companies and little companies and take a product idea or take an engineering solution and make it be the kind of thing that's compelling, like the Apple products. I believe that they have done work with Apple in the past. So that was one thought is, in fact, can you use the user experience and the usability stuff not just as a marginal competitive advantage, but to actually transform a market in the way that Apple has been able to.

Then we have folks like Mark Savage at *Consumer Reports*, which is sort of a very different piece of this where Mark has been saying in some side conversations that they're involved in several health IT efforts, health information exchange efforts. That they don't have a testing methodology in place, although that's something that they're considering, but that sort of what are the values, if you will. So it's sort of like a testing piece, but it's more on a market development piece we thought of, so what are the values that you want represented. Some of the stuff that Mark is likely to say is the government needs to take the role of being clear about standards, because we don't have standards. We don't have interoperability. If we don't have interoperability, the information doesn't move and we're not achieving our major goal.

I don't know exactly where that fits. Maybe we need a better name on this piece.

**Paul Egerman – Software Entrepreneur**

Yes, because I guess that's the part I'm having just a little trouble with. I mean I understand what you just said, Marc, which makes sense, but you say creating a market around usability. I don't know. Somehow, I think the government should be creating markets or maybe that's a dumb thing to say. Maybe the government does something; that's create markets, but maybe it's just me. I mean all of the other panels I like a lot, but this one I don't quite understand how it fits into what we need to do. I mean I like the idea of measurements. I wonder if it should be the role of the government in usability or improving usability. Is that the issue?

**Marc Probst – Intermountain Healthcare – CIO**

Go ahead, Larry.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

I was going to say I think we've got in some ways this became sort of an interesting notion at the beginning around bringing forward sort of the role of the government versus not role of the government. So you're right, Paul, in suggesting that maybe we should recast this a little bit about is this more about the role of government versus industry and creating markets with usability as the specific piece. So we have that sort of piece going on and then we had sort of point suggestions. We had let's bring in someone who really focuses on design to tell us that that's important and why it's important and the kinds of things you need to do to be effective with design and then *Consumer Reports* got brought in as sort consumer perspective, but not really consumer perspective, so we kind of put them in this panel.



**Paul Egerman – Software Entrepreneur**

Okay.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

I think we do have sort of a definitional problem. This has become sort of a grab bag piece. The notion with bringing in CCHIT is that we've had now; I think I saw a recent press release that said over 500 products or modules certified among all of the certification bodies and so they have seen probably more applications than anybody has. What are they seeing in terms of usability? So this was more you've just had an immersion course in what the industry is doing—

**Paul Egerman – Software Entrepreneur**

Okay.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Come and talk to us about it. So we have a bunch of very different perspectives here and I expect that the folks coming from Boston Children's are going to talk about some of the things they've found that are very compelling in the work that they're doing.

**Paul Egerman – Software Entrepreneur**

Well that should be interesting.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

So I think it begs the question does it need a different title? I mean the thought in my head is can we put compelling somehow, what is it to have a compelling interface or what is it to have a compelling driver for adoption.

**Paul Egerman – Software Entrepreneur**

Okay.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

I don't know. I mean I have to admit I'm sort of stumbling here.

**Paul Egerman – Software Entrepreneur**

Okay. Well, now that you've explained it I'm fine with it.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

You may be fine with our having these people, but any thoughts, guys, on making a better name for this panel?

**Marc Probst – Intermountain Healthcare – CIO**

I'd just cut the words creating a market ... options around usability or—

**Paul Egerman – Software Entrepreneur**

Yes, I like that.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Okay. I'll change it to that. That's pretty clear.

**Marc Probst – Intermountain Healthcare – CIO**

Pretty clear that it's a catchall, but I think ... we're not really trying to create a market here.

**Paul Egerman – Software Entrepreneur**

I mean this looks good. It looks like a long day. You've got a lot of people.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes.

**Marc Probst – Intermountain Healthcare – CIO**

It's a long day, but there are so many intriguing topics around this particular subject, so it should be good. We know you're good for it, Paul. You're good for these long days. You get stronger as the day goes on.

**Paul Eggerman – Software Entrepreneur**

We're on a public call, but that's right. Absolutely.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Okay. So I've heard we've got a couple of additions to the panelists and we've got a couple of potential replacements for folks we haven't heard from, so it sounds like we're basically pretty close. A couple of edits to the questions were suggested.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Right and I'll change that panel five header.

**Marc Probst – Intermountain Healthcare – CIO**

Do we want to address the question of additional members on the workgroup?

**Judy Sparrow – Office of the National Coordinator – Executive Director**

The other question is do you want moderators for these five panels? Joe Heyman said he would volunteer for one of them. We would like to get Todd Park, who is the Chief Technology Officer here, to moderate panel five, although nobody has reached out to him I don't think.

**Marc Probst – Intermountain Healthcare – CIO**

Is Todd going to be a member of our—

**Judy Sparrow – Office of the National Coordinator – Executive Director**

We could invite him to that too.

**Marc Probst – Intermountain Healthcare – CIO**

—workgroup maybe?

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

That would be good. I mean Heyman would obviously be pretty good for number one—

**Marc Probst – Intermountain Healthcare – CIO**

Yes.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Right.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

—if he wants to do one. He's a good moderator.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Right.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Will Adam be there?

**Judy Sparrow – Office of the National Coordinator – Executive Director**

I need to find out. We could get him to do the consumer perspective.

**Marc Probst – Intermountain Healthcare – CIO**

Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Yes. That's what I was thinking.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Okay. I'll just ask these people. Technology?

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Well, if it would encourage Latanya to be there—

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes, for that panel three?

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

I'm the only one talking, but yes.

**Marc Probst – Intermountain Healthcare – CIO**

I think that would be very interesting. Latanya usually has some very clear statements and positions, so it would be really great to sort of have her as a foil for these guys.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Right.

**Marc Probst – Intermountain Healthcare – CIO**

If she can make it and if she's up for that.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Okay. I'll find out.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Then we just need four.

**Marc Probst – Intermountain Healthcare – CIO**

You said Todd might do four?

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes. I'm going to reach out to Todd for number five, so we only need four.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Charles might be good for four.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Okay. All right. Let's see what happens.

**Marc Probst – Intermountain Healthcare – CIO**

Larry, anything else? Are we good to go?

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

I think it looks like we've got this covered. You and I introducing. It looks like we've got a potential moderator for each one.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

A very full panel; very full day. Good questions.

**Marc Probst – Intermountain Healthcare – CIO**

Paul, do you want to do any introductory comments or—?

**Paul Eggerman – Software Entrepreneur**

No, I think you guys can do that. I have complete confidence. In fact, I've seen, in terms of introductory comments, between the two of you, Marc and Larry, I can't think of anybody better.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

We have to have a few drinks over this.

**Marc Probst – Intermountain Healthcare – CIO**

It is getting deeper, Larry. Paul, I really appreciate all of your input in this. This looks great, Judy, and the effort you've put into this has been terrific.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes. It's been fun.

**Marc Probst – Intermountain Healthcare – CIO**

I know it's the only thing you've been working on.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Right. But if you want to think about new members, you can just think among yourselves and then just let me know.

**Paul Eggerman – Software Entrepreneur**

Well, and this is a public call, so if people in the public are interested in volunteering they should contact Judy.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

That's right.

**Marc Probst – Intermountain Healthcare – CIO**

Okay. Should we open this up for comments?

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Yes. Operator, can you please see if we have any public comments?

**Operator**

We do not have any comments at this time.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Okay. Well, thank you, all.

**Marc Probst – Intermountain Healthcare – CIO**

Thank you.

**Judy Sparrow – Office of the National Coordinator – Executive Director**

Okay. Good-bye.

**Larry Wolf – Kindred Healthcare – Senior Consulting Architect**

Talk to you all. Good-bye.